civnic associates

Company Profile

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Civnic Associates

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Civnic Associates

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Overview

A consortium of knowledgeable and experienced professionals dedicated to achieving your business goals through the use of Information and Communication Technology.

Company Name:	Civnic Associates
Registered Office:	15 Alfred Richards Street, St. James
Date of Establishment:	May 27, 2015
Fiscal Year:	1 June to 31 May of the following year
Sector /Industry:	Information and Communication Technology
Main Business Activities:	Enterprise Networking; Network Security; Email and Web Hosting (Cloud Based); Managed Services; Advisory and Business Support Services
Resource Pool:	23

Vision: To change the use of technology from an operational tool to a strategic catalyst that would enable, through engagement, our clients to attain their long term goals.

Mission: To partner with our clients to ensure a clear understanding of technology in their environment and assist them in leveraging it within their industry.

Core Values:

Innovative – the ability to apply standard and out-of-the-box solutions to address the issue being undertaken with specific focus on the circumstances in which they exist.

Responsible – always being mindful of the requirements of every engagement, and true to our obligations thereby effectively achieving all objectives.

Sustainable – in the interest of the Client any solution deployed is optimised so the greatest return on investment can be achieved.

Responsive – the flexible nature of the organisation allows easy deployment of solutions that would address changes in a Client's industry or an on-going project.

Service Offerings

Civnic Associates' focuses on the quality delivery of ICT services and the future development of the client within their industry. This focus establishes a partnership relationship rather than a client/vendor relationship. As we seek to not just fulfil your immediate ICT requirements but assist you in using ICTs to grow your business to the next attainable level.

Further, in developing the team for any project the most suitable resources are identified at that time and brought on. For the client this means lower costs as the overhead for maintaining a resource base is eliminated, as well as the team is more flexible therefore more responsive to the client needs. This is experienced by each client as they interact with our professional team working to achieve project objectives and business goals.

The list of services provided are:

1. Enterprise Networking
2. Network Security
3. Database Development
4. Email and Web Hosting
5. Managed Services
6. Advisory Services
     i. Strategic Planning
     ii. Policy Development
     iii. Business Process Improvement
     iv. Change Management
7. Partnerships
     i. Capacity Planning
     ii. Marketing
8. Reseller Arrangements
     i. RealVNC – A provider of enterprise-class remote access software
     ii. Veeam – The developer of backup, disaster recovery and virtualization management software.
     iii. Windward – Specialists in inventory control, point of sale, invoicing and accounting software systems for the retail and customer service industries.

Enterprise Networking

From designing to implementing computer and information networks, such as Local Area Networks (LAN), Wide Area Networks (WAN), Intranets and Extranets. We take into consideration the factors that make your environment unique and ensure the best possible fit is provided in the delivery of this service.

On request, certification testing in accordance with the International Organization for Standardization (IOS) standards of any structured cabling implemented can be provided.

Network Security

In the rapidly changing digital landscape security continues to be a primary concern. We will help safeguard your organisation through assessment of your mission critical services and network infrastructure as deployed.

Working with you we will ensure the necessary configuration, provisioning and deployment of appropriate network security be it hardware and/or software to ensure your environment is the least susceptible.

This is further supplemented by ensuring that staff are effectively sensitised to simple practices that can be incorporated into their standard routine and measures to avoid risks in further maintaining your company's security.

Database Development

We will design and implement database systems that will ensure the management and effective capture of data to produce either static or dynamic reporting as the client environment dictates. These databases will have as a tenant requirement security of the information being stored and the integrity of the programme.

They will however be designed to ensure a user-friendly interface that can be effectively utilised by varying types of users. These databases are designed based on each unique environment therefore would ensure a custom-fit is achieved.

Where necessary training in the initial use is provided. We also provide maintenance of the data capture if the client requires this level of support.

Email and Web Hosting

Need to update or establish a website? Our team stands ready to design/redesign, develop and publish your site. We will also take on the overall maintenance of your site inclusive of performing testing and quality assurance to ensure the continued integrity and currency of your data as presented. We can further create and manage,

on your behalf, domain integrated email accounts providing your organisation with that professional presence while saving you the day-to-day effort of administration.

Managed Services

Maintaining your ICT environment can be both cost effective and hassle-free. Our highly trained technical team can be available on an on-call basis or through a pre-set service cycle to help you ensure the continued health of your ICT systems. Outsourcing routine infrastructure management to a team of experienced service professionals allows for an increased concentration on the day-to-day affairs of the business.

With Civnic Associates as your partner, your downtime will be minimal, due to our monitoring, identifying and diagnosing of any treats to your environment and implementing preventative measures in a timely fashion. This will limit downtime and the resultant loss of income by identifying and diagnosing any treats to your environment and implementing preventative measures.

Having a properly maintained environment will enable you to be more responsive to your clients as a result.

Advisory Services

Within all the areas referenced as well as other ICT related areas we can assist you in developing a best-fit solution by working with your team to conduct assessments of your environment which we will use as the basis to advise and design your solution.

Civnic Associates also provides a cache of auxiliary services that are available based on the client need. Such as, but not limited to:

Strategic Planning – working with the client's executive we will help them model a strategic plan that would guide their growth and development as based on their defined objectives. This aspect is recommended to clients that may want to invest in technology for their organisation but are unable to determine where it might best benefit the organisation. The development of an overall strategy and subsequent implementation plan will assist in making this determination.
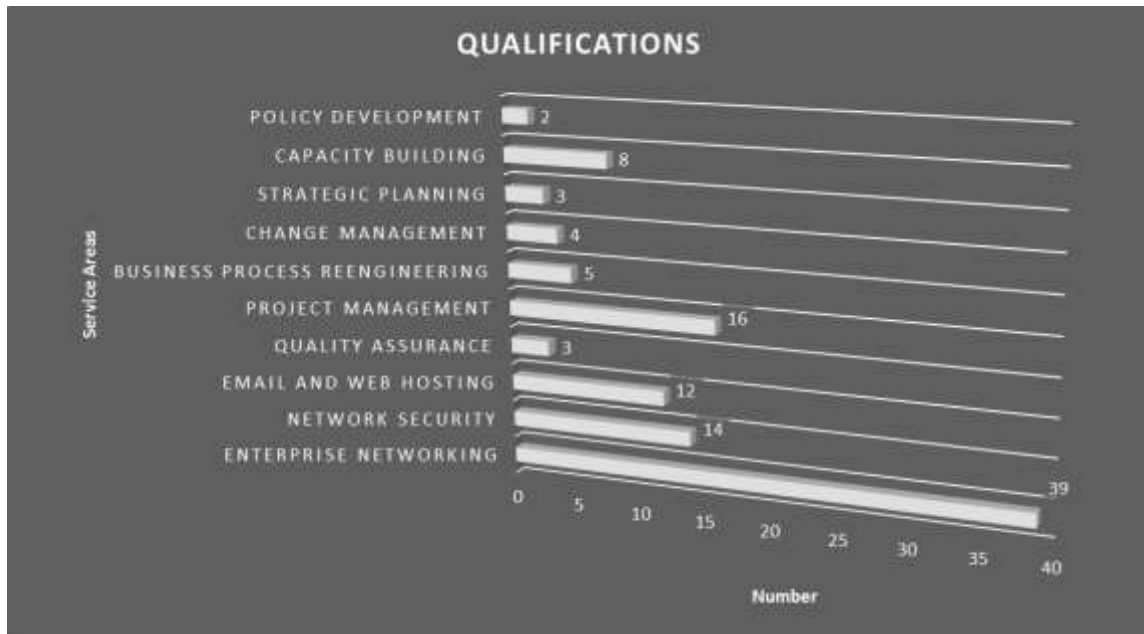
Policy Development – we will work with the client to help identify the areas in support of their various ICT initiatives and overall strategic objectives that require policies to establish a sustainable optimization of resources. We can then facilitate the development and implementation of these policies accordingly.

Business Process Improvement – we will review your organization's processes with a focus on eliminating identified operational pain points, increasing efficiency and

effectiveness in delivery of your service or product, and establishing an ease of doing business.

Change Management – any changes in your environment, be it introduction of new technology or revision of the way you effect your day-to-day business, needs to be carefully managed to ensure your employees are successfully transitioned. Out team will work with your employees and management in ensuring this smooth transition.

The various persons that provide these services are complemented with an expansive cross-section of qualifications in the various service areas.

Partnerships

To further supplement the service offerings being provided by Civnic's resources, strategic partnerships have been established within the below referenced areas.

Capacity Building – to grow your company there will always be a need to ensure your employees continue to meet the performance standards you require. Our partner in this arena employees HR professionals that will work with your team to enhance competencies that generate business success.

In support of the various technological investments that a company makes there would be a need to ensure that the employees are kept up to speed with such change. They will work with the executives of the organisation to develop a

strategy that enables growth for the organisation through increased productivity and service performance.

Marketing – in support of developing an online presence our marketing partner's resources will work with our clients to identify and solidify the image they wish to present to the public as well as the impact they wish to have online. Thereby, utilising traditional and non-traditional methodologies establishing their presence both offline and online with these aspects fully represented.

Reseller Arrangements

In order to effectively service our client base we sought to ensure seamless access to various established platforms. These platforms were investigated for ease of use, range of practical features and a comparable pricing within their service field.

To this end, specific reseller agreements or alignments were established for the following applications.

The Real VNC

A provider of enterprise-class remote access software. Designed to assist IT Departments in providing support to various users over multiple locations, or many users in one.

In 2002, AT&T closed their Cambridge, UK research laboratory, formerly the Olivetti Research Laboratory, ending a productive, decade-long collaboration with the world-famous Computing Laboratory at the University of Cambridge.

The founders, the original inventors of VNC, immediately formed RealVNC to build upon the enormous popular appeal of VNC with the open source community, and to leverage the growing commercial appetite for enterprise-class remote access software.

Today, RealVNC is a multi-award winning company with customers in 160 countries, but still proud to be local to Cambridge and part of its unique story.

Veeam

The developer of backup, disaster recovery and virtualization management software. Establishing a system that will maintain an acceptable level of business operations, within an acceptable time frame, when an unexpected event occurs.

<u>Windward Software</u>

Specialists in inventory control, point of sale, invoicing and accounting software systems for the retail and customer service industries. Using a series of soft switches, Windward Software ERP software adapts to the way the client does business.

Civnic is positioned to provide local on-call support to treat with deployment, maintenance and on-going support to this application. This allows a more hassle-free management of support requirements of the application, provides a mechanism for overall on-call IT support and includes end-user training to increase the speed with which a client's staff is able to benefit from the various features.
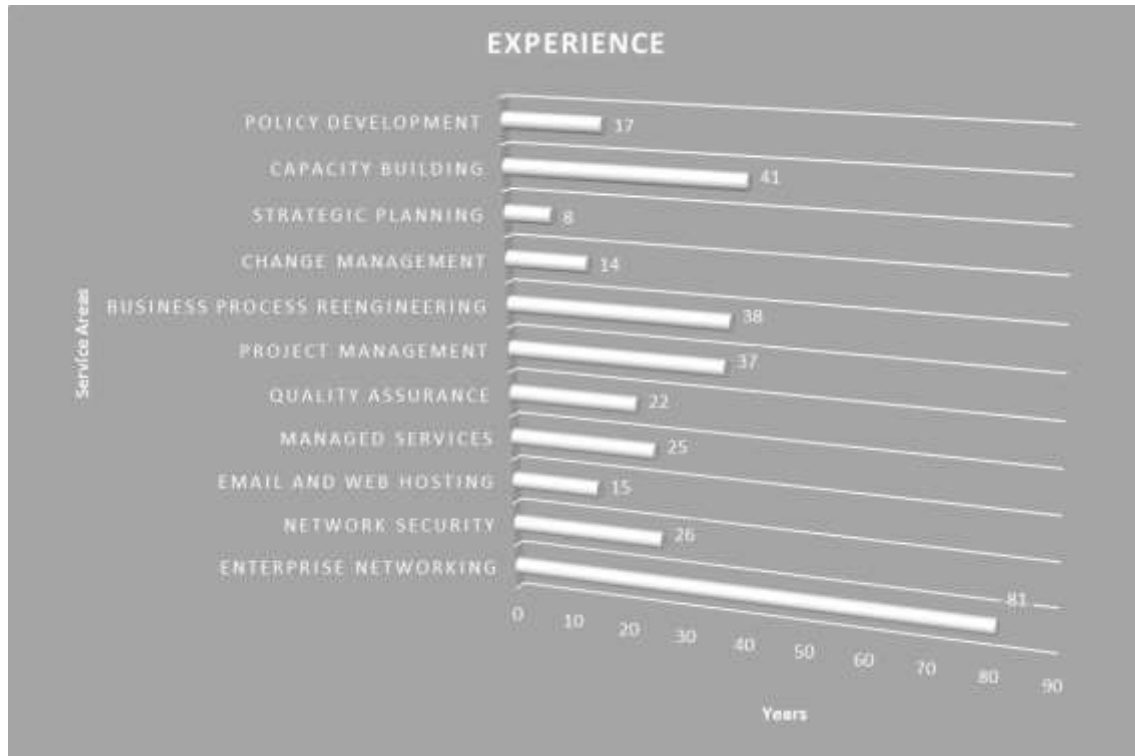
The Team

The Technical Arm

To achieve your business goals, we have assembled a cross-functional technical team with specialist skills that work closely with the Business Team to ensure that you are suitably equipped with the right technology solutions to advance your business objectives. The technical team shall provide solutions scaled to suit your needs and will provide advice based on their expansive knowledge of the various technologies, years of experience, current best practices, and the most suitable stable technology for your environment.

The Business Arm

In order to ensure the effective implementation of any ICT solution there must be a clear understanding of the current business challenges and opportunities and their alignment to the overall strategic objectives of the organisation.

In this regard, we have established a team that will assess the client environment and make recommendations to help meet the highest goals of the organisation and improve overall operational efficiency.

This team has experience working on both the macro and micro levels of organisations and as such are able to leverage this experience to benefit the client.

EXPERIENCE chart showing Service Areas (years):
- POLICY DEVELOPMENT: 17
- CAPACITY BUILDING: 41
- STRATEGIC PLANNING: 8
- CHANGE MANAGEMENT: 14
- BUSINESS PROCESS REENGINEERING: 38
- PROJECT MANAGEMENT: 37
- QUALITY ASSURANCE: 22
- MANAGED SERVICES: 25
- EMAIL AND WEB HOSTING: 15
- NETWORK SECURITY: 26
- ENTERPRISE NETWORKING: 81

Resources' Certifications

Having the span of experience in the various disciplines required Civnic's resources further have the requisite and supplementary qualifications that would ensure a holistic approach to all projects. Some areas of certification are:

Products:

- Microsoft
- VMWare
- Fortinet
- Veeam
- Cisco
- Juniper
- Citrix
- SAP

Disciplines:

- Website Development
- Network Security
- Change Management
- Policy Development
- Cloud Technologies
- Project Management
- Business Process Management
- Human Resource Management

Qualifications

In the table below is an outline of some of the more notable qualifications held by various members of the Civnic team.

Microsoft

- Microsoft Certified Database Administrator
- Microsoft Certified Professional
- Microsoft Certified System Engineer
- Microsoft Certified Systems Administrator
- Microsoft Certified Technology Specialist
- Microsoft Hyper V Server
- Microsoft System Center 2012 Configuration Manager
- Windows Server 2008
- Windows Server 2012 Active Directory Domain Services (2014)
- Windows Server 2012 Failover Clustering (2014) Business Organization

CISCO

- Cisco Certified Design Associate
- Cisco Certified Network Associate
- Cisco Certified Network Professional
- Cisco Unity Design and Networking

CompTIA

- CompTIA Linux+
- CompTIA Network+
- CompTIA Security+
- CompTIA ITIL EXIN - IT Infrastructure Library

Juniper

- Juniper Network Certified Security Specialist
- Juniper Network Certified Associate
- Juniper IPv6 SAGE Hurricane Electric CCNP Routing & Switching
- CCNA Routing & Switching, CCNA Security, CCNA Voice

Other Notable Qualifications

- B.Sc. Computer and Information Systems
- B.Sc. Electrical & Computer Engineering
- M.Sc. Project Management
- M.Sc. Information Security
- BA Information Systems Technology in Network Management
- Website Development

- **Blackberry Enterprise Server (BES) Administration**
- **CCA (Citrix Certified Administrator) Presentation Server 4.5**
- **Check Point Certified Security Administrator and Expert**
- **Database Design and Development (2006)**
- **Fortinet FCNSA – Fortinet Certified Network Security Administrator**
- **Diploma in Computer Engineering Technology**
- **A+, Network+, Security+**

Projects

The below are examples within the various service areas of projects successfully completed by the resources retained by Civnic.

Enterprise Networking and Network Security

Upgraded the existing network infrastructure, software and hardware for a multi-national company, with locations in:

- Trinidad (Port of Spain, La Brea and Chaguaramas offices)
- Venezuela
- Suriname
- USA (Houston, Texas)
- Barbados
- Columbia
- Guyana
- French Guiana

Database Development

Functioned as a key member of the technical team tasked with the review and recommendation of design documents, as well performed testing, training and implementation activities of a system that required interoperability across various systems throughout government (ttConnect).

Email and Web Hosting

Redesigned and published the website for a local company and deployed corporate emails inclusive of successful migration of the archived emails of the discontinued accounts and routine quality checks of the website. Website

Managed and Advisory Services

These categories are linked to the various other service areas referenced throughout the document and are provided within these areas as the Client requirements dictate.

Strategic Planning

Worked with the senior management and executive of a medium-sized (between 100-150 employees) to develop a strategic outline that would guide the organisation over the next 5-10 years. The purpose of the overall project was to retain and increase market share and identify areas for product diversification.

Policy Development

Worked with Government Ministries in collaboration with international technical assistance counterparts in delivering initiatives to support various programmes with responsibility for policy development and monitoring and evaluation, as well as implementing the institutional framework for supporting implementation.

Business Process Improvement

Worked with the Executive of a micro (between 5 – 25 employees) and medium-sized company to identify their critical processes and develop process improvements that were simple and / or easily implemented. The focus of the projects were to enable effective delegation of specific duties and increased market share respectively.

Capacity Planning

Supported a regional (Barbados) company in the development of a Performance Management Appraisal System, Competency Framework, Training Plan and Career Development/Succession Plan inclusive of participation in conducting focus groups, designing training programmes, stakeholder consultations, report generation, etc.

Civnic Associates your Service Provider for Today and Tomorrow